

Role: Field Engineer

Based: Carlisle & Annan, with regular travel to customer sites

Type: Full-time with on-call in evenings and weekends via a rota.

Salary: Based on experience

Integrity by Eco provide fully managed IT support and cloud services to businesses across the UK. We're looking for an experienced, hands-on IT Field Engineer with proven structured cabling experience. Cabling is a core part of the role, alongside on-site IT, network installation, surveying, fault-finding, equipment deployment and project work. You must be comfortable using tools, working at height and taking ownership of customer-site jobs from preparation through to testing, documentation and sign-off.

About the Role

You will act as the first point of contact for customers, providing responsive and professional support across phone, email, and our ticketing system. The role focuses on resolving IT issues at first contact, ensuring clear communication and escalating complex problems with thorough troubleshooting notes. You will also support user onboarding, device setup and contribute to high service standards across the helpdesk.

Key Responsibilities

- Attend customer sites for planned installations, surveys, upgrades, moves, cutovers and fault investigations across IT, network and communications infrastructure.
- Install structured copper cabling, containment, outlets, patch panels and cabinets; route, terminate, label, patch, test and rectify faults to a professional commercial standard.
- Install and physically commission switches, routers/firewalls, wireless access points, PCs, printers, telephony and associated equipment, including cabinet/rack builds, patching and tidy cable management.
- Diagnose physical-layer and connectivity faults across cabling, patching, power/PoE, switching, Wi-Fi, network hardware and end-user equipment; escalate deeper configuration issues with clear findings.
- Carry out site surveys, assess cable routes and installation constraints, identify equipment/material requirements and highlight access, safety, RAMS or follow-up needs before work starts.
- Coordinate professionally with customers, senior/executive users, vendors, ISPs and other contractors during installations, upgrades and preventive maintenance activities.
- Maintain accurate job notes, test results, photographs, asset/equipment records and customer sign-off; manage tools, van stock, consumables and equipment responsibly and support hardware lifecycle/disposal processes.
- Contribute to installation standards, procedures and knowledge-base content, share practical knowledge with colleagues, and complete ongoing technical, cabling, product and H&S training/certifications.

We're looking for someone who:

- Has proven structured cabling experience: Cat5e/Cat6 cable pulling/routing, termination, patch panels/faceplates, containment, labelling, patching, testing and fault-finding.
- Experience working with comms cabinets/racks and installing network/IT hardware, with a high standard of workmanship, cable management and professional site finish.
- Good networking fundamentals covering TCP/IP, IP addressing, DHCP, DNS, switching, VLAN awareness, Wi-Fi and PoE, with logical fault-isolation skills.

- Confident using hand/power tools, cable testers and access equipment; comfortable working at height and following PPE, site rules, RAMS/risk assessments and safe-working requirements.
- Able to interpret a job scope, carry out site surveys, plan materials and access, work independently, communicate professionally and produce accurate technical/job documentation.

Desirable Technical Skills & Qualifications

Cat6A and shielded installations; Fluke DSX or equivalent cable certification and reporting; fibre installation, termination/splicing, light-source/power-meter or OTDR testing; advanced cabinet/rack builds; hosted/on-premise VoIP and phone systems; switch, firewall and Wi-Fi configuration; UniFi and Sophos; broadband/router/leased-line deployments; Windows 11, Microsoft 365, Windows Server/Active Directory and Entra ID awareness; Android/iOS support; RMM/remote-support tools; MSP/multi-site project experience; ECS/CSCS, IPAF/PASMA, CNCI/CNet or similar qualifications.

Why Join Us?

Join a supportive, growing MSP with customers across the UK and a field role where you can take real ownership of installations and customer-site work. You'll gain exposure to varied technologies and environments, receive ongoing training and certification support, and have opportunities to develop further across networking, fibre, communications, cybersecurity and wider IT infrastructure. If you're passionate about IT and technology, thrive in a busy support environment, and want to build your career in modern IT we'd love to hear from you.

- Be part of a supportive and growing Managed Service Provider with a strong focus on modern IT and Cybersecurity
- Ongoing training and certification support.
- Opportunities to progress into different specialisms.
- Varied work across different technologies, sites, and industries.